



Overview of Kiosk v2.7.1 Enhancements

Controlled release 15th November 2010

Commidea chip & pin payments

NOTES:

6. Commidea chip & pin payments

- Kiosk has been enhanced to provide credit/debit card payments via the integration with Commidea Ocius for PCs terminal application and is compatible with Plus2 v9.3 and above.
- Payments on the Kiosk are taken using the Verifone Secura Unattended Payment Terminal (UPT), which is mounted into the Kiosk and via the Commidea integration are processed real-time.

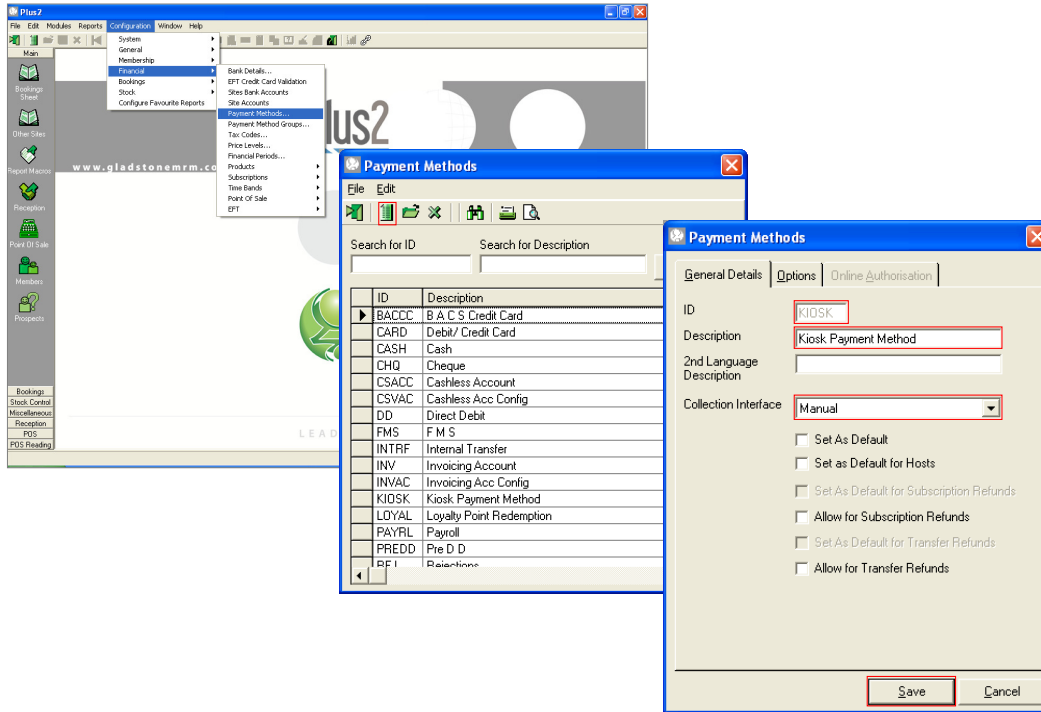
NOTES:

Plus2 configuration

- Configuration in Plus2 will need to be undertaken to interface with the Kiosk and will involve the following:
 - Configure a Kiosk payment method
 - Configure Kiosk system configuration

NOTES:

a. Configure a Kiosk payment method



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Configure a Kiosk Payment Method:

A payment method will need to be created and will be attributed to all sales that are generated through the Kiosk.

- Choose the menu option 'Configuration', select 'Financial' and click on 'Payment Methods'.
- Click on the toolbar option of 'New'.
- Define a unique 'ID'.
- Define a 'Description'.
- Click on 'Save' and you return to the list of payment methods.
- Select the toolbar option of 'Exit'.

b. Configure Kiosk system configuration

The screenshot shows the Plus2 System Configuration window with the 'Kiosk' module expanded. The 'Card Payment Method' is set to 'KIOSK' and the 'Online Authorisation Interface' is set to 'Commidea Ocius Chip and PIN'. Three dialog boxes are shown: two 'Supplier Password' prompts and one 'System Configuration' dialog for saving the 'Card Payment Method' and 'Online Authorisation Interface' settings.

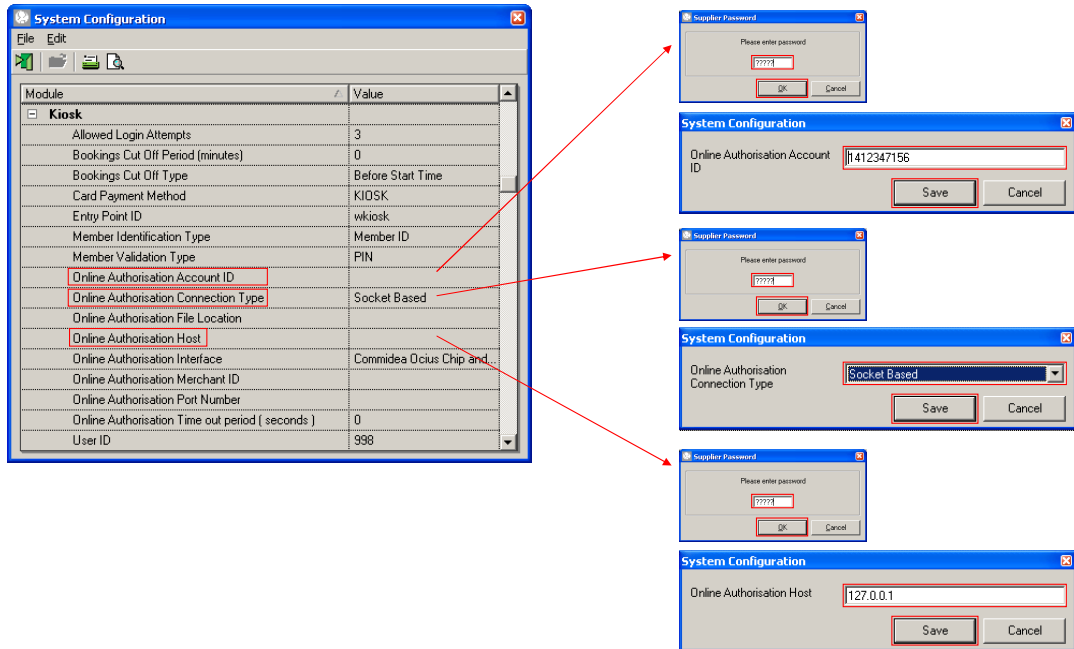
Module	Value
Allowed Login Attempts	3
Bookings Cut Off Period (minutes)	0
Bookings Cut Off Type	Before Start Time
Card Payment Method	KIOSK
Entry Point ID	wkiosk
Member Identification Type	Member ID
Member Validation Type	PIN
Online Authorisation Host	
Online Authorisation Interface	Commidea Ocius Chip and PIN
Online Authorisation Merchant ID	
Online Authorisation Port Number	
Online Authorisation Time out period (seconds)	
User ID	998

NOTES:

Configure Kiosk system configuration:

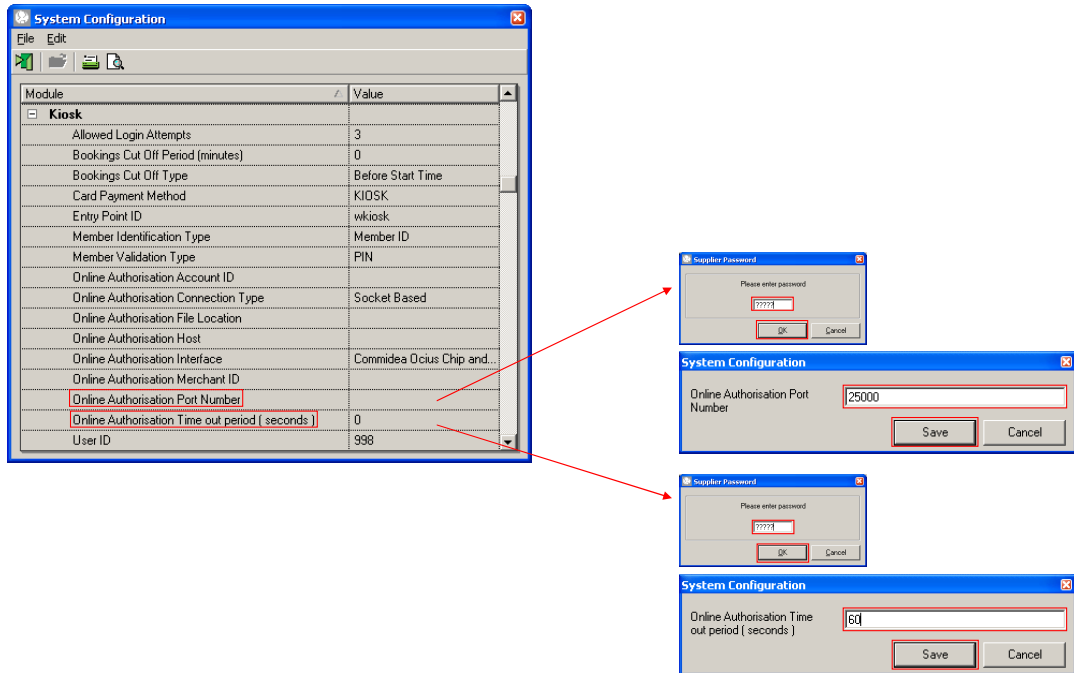
Plus2 system configuration will need to be modified to configure the payment method and payment authorisation interface.

- Choose the menu option 'Configuration', select 'System' and click on 'Configuration'.
- Expand the option 'Kiosk'.
- Double click to modify the option 'Payment Method ID'.
- You are prompted for the supplier password, which can be provided by Gladstone Customer Support Desk (08451 20 10 11).
- Type in the password and select 'OK'.
- Enter the 'Payment Method ID' and select 'Save'.
- Double click to modify the option of 'Online Authorisation Interface'.
- You are again prompted for the supplier password.
- Type in the password and select 'OK'.
- Click on the dropdown list icon, choose the payment interface 'Commidea Ocius Chip and Pin' and select on 'Save'.
- Select the option to exit from Plus2 system configuration and then choose the menu option 'Configuration', select 'System' and click on 'Configuration'.
- This is needed to refresh the options available to continue configuring the Commidea Chip & Pin interface.



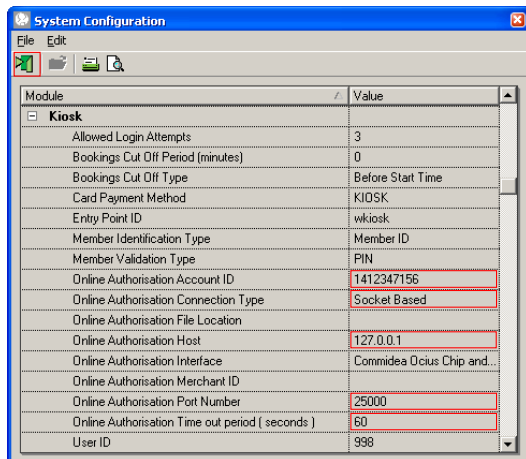
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- Once the payment method and online authorisation interface have been defined, Plus2 will resemble the example above.
- To configure the remaining online authorisation fields, firstly double click the option 'Online Authorisation Account ID'.
- You are again prompted for the supplier password.
- Type in the password and select 'OK'.
- Enter the Account ID, which will associate the account credentials of the site on the Commidea payment servers.
- Enter the Account ID and select 'Save'.
- Double click to modify the option 'Online Authorisation Connection Type'.
- You are again prompted for the supplier password.
- Type in the password and select 'OK'.
- Select from the available option in the drop down list the option 'Socket based', which will use the TCP/IP address of the Kiosk during the Commidea payment process and select 'Save'.
- Double click to modify the option 'Online Authorisation Host'.
- You are again prompted for the supplier password.
- Type in the password and select 'OK'.
- Enter the localhost IP address for the kiosk. This will be used to direct Kiosk to the Ocius for PCs terminal application, which manages the Commidea payment process between the Kiosk and the Commidea payment servers hosted centrally at Commidea.
- Enter the localhost IP and select 'Save'.



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- Double click to modify the option 'Online Authorisation Port Number'.
- You are again prompted for the supplier password.
- Type in the password and select 'OK'.
- Enter the port number, which will be used in conjunction with the Kiosk localhost IP address and establish connection with the Ocius for PCs terminal application.
- Enter the port number (i.e. 25000) and select 'Save'.
- Double click to modify the option 'Online Authorisation Time out period'.
- You are again prompted for the supplier password.
- Type in the password and select 'OK'.
- Enter a timeout period, which will be used if there is a delay in communication between the Ocius for PCs terminal application and the Commidea payment servers.
- Enter the timeout period in seconds (i.e. 60) and select 'Save'.



NOTES:

- Once complete the configuration should resemble with the above example and will be ready to communicate with the Ocius for PCs terminal application installed on the kiosk.
- Select the toolbar option 'Exit' to return to the Plus2 desktop.

Kiosk functionality

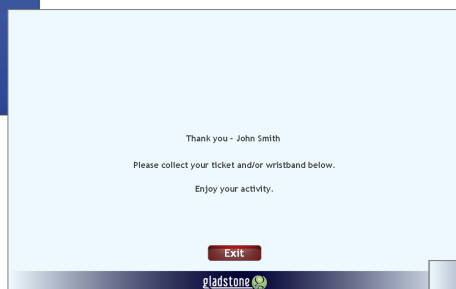
- Once Plus2 has been configured for the Kiosk Commidea payment integration, the following will provide an overview of a Kiosk payment with the new integration.

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- An item or series of items have been booked on the kiosk and the user is about to process the payment.
- The Kiosk user is asked if they wish to make a further selection, which they select the option 'No'
 - The Kiosk basket is displayed and the Kiosk user selects the option 'Pay'.



NOTES:

Commidea Kiosk Chip & PIN payment process:

Once the Kiosk user has selected the option 'Pay' the display on the Kiosk changes to an image of a Chip & PIN device on screen with the prompt 'Please follow the instructions on the PIN pad below'. The PIN pad itself will guide the Kiosk user through payment process.

- The user is advised that the Chip & PIN device is 'Ready' and then asked to 'Insert Card'.
- They will be prompted to 'Please Wait' as the details on the card and sale details are processed real time with the Commidea payment servers.
- Whilst the card details and sale details are being process the user is prompted 'Do Not Remove Card'.
- The user is prompted 'Enter PIN' and enter a valid pin the user is further prompted 'Please Wait'.
- At this stage of the process the transaction is enter the authorisation stage, where a response will take the form of two responses.
- In the event of an authorised transaction the user is prompted 'Remove Card' on the PIN pad and the Kiosk will prompt the user to collect their receipts and tickets.
- In the event where the card is declined the user is prompted 'Declined' on the PIN pad. The Kiosk will produce a 'Declined' receipt and the Kiosk screen will prompt the user 'There has been a error processing the payment. Would you like to try again?'
 - There are two options available to the user:
 - Yes - This will allow the user to proceed through the payment process once again, where the same or a different payment card could be used.
 - No - This will return the user to the Kiosk basket where the basket can be either added to, cleared or select the option 'Pay'.